


ChataBING Subscriber Setup and Operating Instructions

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Subscription Purchase

Click on the subscription option of your choice. Click **Next**.

Subscription to :	Order Information
<h1>Live Chat Standard Package</h1> 	Your subscription is set up and managed through Paypal. If you don't have a Paypal account, one will be set up for you during the checkout procedure. After that, you may cancel your subscription at any time by logging into your Paypal account.
Choose a Billing Option	
Username <small>(this will be your Paypal email address)</small>	
Choose a Password <input type="password"/> <small>(existing password will be overwritten if you already have a subscription with us)</small>	
Billing Options <input type="text" value="\$34.95 every 1 M :: One Dept/Two Operators"/>	
<input type="button" value="Next"/>	

Choose a password and type it in. Record/remember the password because it will be used to log into the ChataBING Subscriber Manager once your subscription purchase has been confirmed. Click **Next**.

Subscription to :	Order Information
<h1>Live Chat Standard Package</h1> 	Your subscription is set up and managed through Paypal. If you don't have a Paypal account, one will be set up for you during the checkout procedure. After that, you may cancel your subscription at any time by logging into your Paypal account.
Review Order - One Dept/Two Operators	
Free Trial: \$0.00 for 21 D Billing: \$34.95 every 1 M (Auto Recurring)	
Pay with Paypal (or your Credit Card via Paypal)	
<ul style="list-style-type: none">• Instant access after payment! <input type="button" value="Subscribe Now"/>	
<small>* If you do not receive an email confirmation withing a few minutes after purchase - please check your emails SPAM folder.</small>	

Confirm your subscription choice and click **Subscribe Now**.

Enter Payment Information



PayPal securely processes payments for your merchant, sales@chatabing.com. To continue, please enter the required information below. [Learn more](#) about PayPal.

Subscription To	Terms	Amount
Live Chat Standard Package :: One Dept/Two Operators	Free for the first 21 days Then \$34.95 USD for each month	\$0.00 USD

PayPal Checkout



Pay fast with PayPal. It's free and private: merchants never see your financial info.

Email:

Password:

[Forgot email address](#) or [password](#)?

Don't have a PayPal account? [Use your credit card or bank account \(where available\)](#).

Log In

If you already have a Paypal account, log in with your existing email address and password. If not, click the link at the bottom of the screen to use your debit or credit card. This method creates a new Paypal account for you. Paypal walks you through the simple steps and leads you back to the ChataBING subscription page to finish the process.

ChataBING subscriptions are auto-recurring, which means you will be automatically charged on a monthly basis. You may cancel your subscription anytime by logging into your Paypal account. If you cancel, your ChataBING service will continue until the current monthly billing cycle ends. ChataBING subscriptions include a 21-day free trial. You will not be charged until that free trial period ends. You may cancel at any time during that trial period, and you will not be charged anything.

Subscription Confirmation Email

Once you have purchased your ChataBING subscription, you will receive a confirmation email sent to your Paypal-registered email address. The email will contain your login information and links to the **Subscriber Account Manager** and **Live Chat Operator Console** login page.

Here is your login info:

Subscriber Username: john.doe@abc.com
Subscriber Password: abc123

Subscriber Account Manager: www.chatabing.com/subscribe (login here first)
Live Chat Operator Login: www.chatabing.com/support

If you need help, Live Support is available on the Subscriber Account Manager web page.

Thank you,

ChataBING Subscription Sales

Subscriber Account Manager

The first thing you will need to do after purchasing your subscription is to configure your Live Chat company department(s) and operator(s). Proceed to the Subscriber Account Manager page at <http://www.chatabing.com/subscribe>. You will be presented with a login page as follows:



The screenshot shows the ChataBING Subscriber Account Manager login page. At the top left is the ChataBING logo. To its right is the text "Subscriber Account Manager". In the top right corner, there is a link "[Live Support]". Below the header is a blue bar with the text "Subscriber Sign In". The main content area contains two input fields: "Enter your Email Address" and "Enter your Password", each followed by a text box. Below the password field is a "Sign In" button. To the right of the input fields is an illustration of several stacks of US dollar bills (100, 50, and 1000). Below the illustration is the text "Sell More with Web Chat". At the bottom left of the page, there are links "[Live Chat Operator Login]" and "[ChataBING Website]". At the bottom right, it says "Powered by ChataBING".

To login, use your Paypal-registered email address and the password you chose when you first selected your subscription. If you have questions, click the Live Support link at the top right-hand corner of the

page and chat with a live operator. If live support is not available, you can leave a message which will be promptly answered.

Once logged in, you will be taken to the Subscriber Account Manager main menu as follows:

The screenshot shows the ChataBING Subscriber Account Manager interface. At the top left is the ChataBING logo, and at the top center is the title "Subscriber Account Manager". On the top right, there is a "[Live Support]" link. Below the title is a blue navigation bar with "My Account" on the left and "Logout" on the right. The main content area contains four menu items, each with a person icon and a description: "Subscription Account Settings" (Edit your account information.), "Payment History" (View your payment history., accompanied by an image of money), "Live Chat Configuration" (Create/Edit Company and Operator settings.), and "HTML Code for Website" (Generate source code for Live Chat icon or text link.). At the bottom of the page, there are links for "[Live Chat Operator Login]" and "[ChataBING Website]" on the left, and "Powered by ChataBING" on the right.

From this page, you can edit your account information, view your payment history, create and edit your company departments and operators, and generate the Live Chat icon code snippet for your website.

Live Chat Configuration

The first thing you must do is create a department and operator. To do so, click on the **Live Chat Configuration** link. You will be taken to the following page:

The screenshot shows the ChataBING Live Chat Configuration page. At the top left is the ChataBING logo, and at the top center is the title "Subscriber Account Manager". On the top right, there is a "[Live Support]" link. Below the title is a blue navigation bar with "Live Chat Departments" on the left and "Home | Logout" on the right. The main content area contains two input fields: "Department Name" and "Department Email". Below these fields are two buttons: "Add Department" and "Cancel". At the bottom of the page, there are links for "[Live Chat Operator Login]" and "[ChataBING Website]" on the left, and "Powered by ChataBING" on the right.

Enter an appropriate department name (i.e., Computer Sales, Customer Service, etc.) and an email address for that department. Click the **Add Department** button to save the department. You will then be taken to the following screen where you can set up department operators.

The screenshot shows the ChataBING Subscriber Account Manager interface. At the top left is the ChataBING logo. The page title is "Subscriber Account Manager" with a "[Live Support]" link on the right. Below the title is a blue header bar with "Live Chat Departments" on the left and "Home | Logout" on the right. The main content area has a form for adding a department. It includes a "Department Name" dropdown menu with "Computer Sales" selected, and a "Department Email" text input field with "sales@abc.com". Below these are "Edit" and "Delete" buttons. Underneath is a table with columns for "Operator Username", "Operator Name", and "Operator Email". The table is currently empty, with the text "No operators defined" below it. An "Add Operator" button is located below the table. At the bottom of the interface, there are links for "[Live Chat Operator Login]" and "[ChataBING Website]", and a note "Powered by ChataBING".

From this screen, you can add department operators, and also edit or delete your existing departments. To add an operator, select a department from the list (if more than one exists), then click the **Add Operator** button. The following screen will be displayed:

The screenshot shows the ChataBING Subscriber Account Manager interface for the "Live Chat Operator Setup" section. At the top left is the ChataBING logo. The page title is "Subscriber Account Manager" with a "[Live Support]" link on the right. Below the title is a blue header bar with "Live Chat Operator Setup" on the left and "Home | Logout" on the right. The main content area has a form for adding an operator. It includes fields for "Operator Username", "Operator Name", "Operator Password", and "Operator Email". There is also a checkbox labeled "Allow visitors to rate this operator's level of support:". Below the form are "Add Operator" and "Cancel" buttons. At the bottom of the interface, there are links for "[Live Chat Operator Login]" and "[ChataBING Website]", and a note "Powered by ChataBING".

Enter an operator username (i.e., login name), password, the operator's real name to identify him/her to customers in a live chat, and an email address for the operator. Enable the checkbox if you would like customers who chat with this operator to be able to rate their level of support. Click the **Add Operator** button to save these settings, and you will be returned to the previous screen. If the operator username has not already been taken, the new operator will appear in the list; otherwise, you will receive a warning message, and you will have to repeat the steps and choose a different username.

You can also edit or delete the operator settings by clicking the links on the right-side of each operator's listing as shown below:

The screenshot displays the ChataBING Subscriber Account Manager interface. At the top left is the ChataBING logo, and to its right is the title "Subscriber Account Manager". In the top right corner, there is a "[Live Support]" link. Below the title, a message states "Settings successfully saved." A blue navigation bar contains "Live Chat Departments" on the left and "Home | Logout" on the right. The main content area features a form for department management with "Department Name" set to "Computer Sales" and "Department Email" set to "sales@abc.com". Below the form are "Edit" and "Delete" buttons. A table lists operators with columns for "Operator Username", "Operator Name", "Operator Email", "Edit", and "Delete". One operator is listed: "Operator1" with name "John" and email "operator1@abc.com". Below the table is an "Add Operator" button. At the bottom of the interface, there are links for "[Live Chat Operator Login]" and "[ChataBING Website]", and a footer note "Powered by ChataBING".

Using these configuration screens, you may add departments and operators up to the limits of your subscription. Once your limits have been reached, you will no longer have the option of adding more, unless some existing ones are deleted first.

HTML Code for Website

After configuring departments and operators, you can generate the code snippet that must be inserted into your website HTML code. Each code snippet is tied to a specific department, so if you have web pages that contain different products (i.e., computers on one page, mp3 players on another), you can create separate departments for each of these pages, and create Live Chat support icons for each as well. To generate the Live Chat code snippet, click the **HTML Code for Website** link on the main Subscriber Account Manager page. The following page will be displayed:


SELECT DEPARTMENT

WEBSITE HTML CODE. Simply copy the following code into your web pages wherever you want the Live Support icon to display.

- Please keep the code EXACTLY the way it shows. Make sure your HTML editing program does not break up the long lines.
- **NOTE:** Place the code INSIDE the <body> tags. Failure to do so may cause errors.

```
<!-- BEGIN ChataBING code, (c) OSI Codes Inc. -->
<script language="JavaScript" src="http://www.chatabing.com/support
/js/status_image.php?base_url=http://www.chatabing.com/support&l=admin&
x=1&deptid=32&"><a href="http://www.chatabing.com"></a></script>
<!-- END ChataBING code : (c) OSI Codes Inc. -->
```

The above code will produce the following status icon and link:



TEXT-ONLY LINK HTML CODE GENERATOR

- If you don't want a Live Support icon on your website, type in text below to produce HTML code that is **TEXT ONLY** with no graphic image.

To generate the code snippet, first select the department. The source code will automatically be generated for the Live Chat icon. If you prefer to use a text link on your website instead of an icon, enter a text string in the box at the bottom of the page, and click the **Generate Text Code** button. A popup will be launched containing the code snippet for the text link.

First select, then right-click on the icon code snippet or the text link code, and select **Copy**. You can then paste the code into your website HTML code at the location where you want the Live Chat button or text link to display.

Live Chat Operator Console

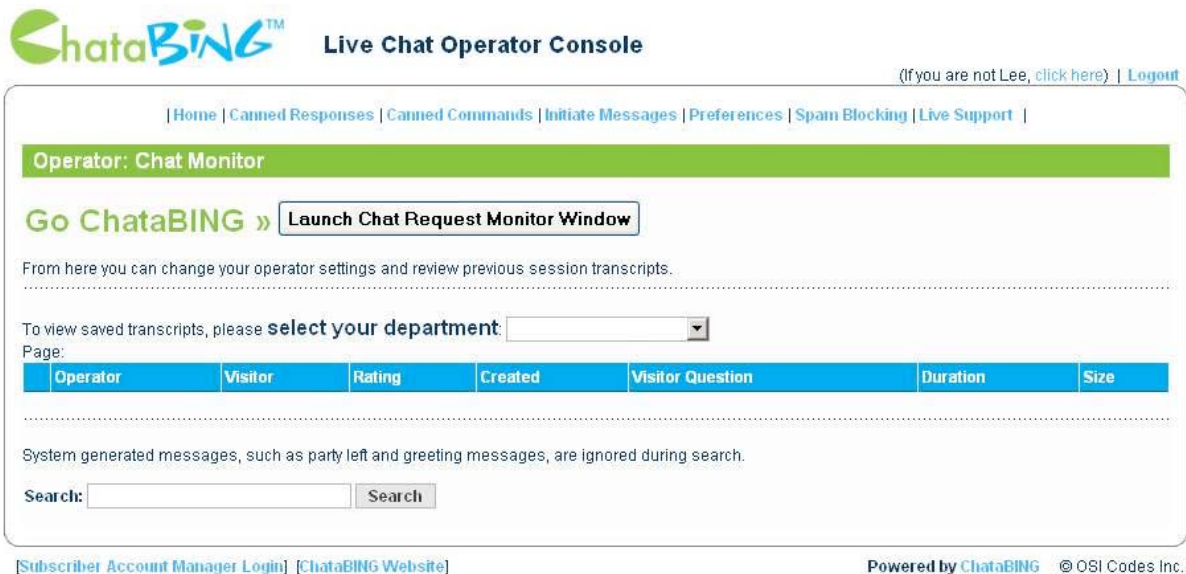
Once you have set up departments and operators, and also inserted the code snippet into your website, you are ready to proceed with your Live Chat support.

The Live Chat Operator Login is found at <http://www.chatabing.com/support> and looks like this:



The screenshot shows the ChataBING Live Chat Operator Console login page. At the top left is the ChataBING logo. To its right is the text "Live Chat Operator Console" and a link "[Live Support]". Below this is a blue header bar with the text "Live Chat Operator Login". The main content area contains a "Username:" label with an input field, a "Password:" label with an input field, and a "Login" button. At the bottom of the page, there are links for "[Subscriber Account Manager Login]" and "[ChataBING Website]", and text indicating "Powered by ChataBING © OSI Codes Inc."

To login, use the username and password previously set up for an operator. Once logged in you will see a screen as follows:



The screenshot shows the ChataBING Live Chat Operator Console dashboard. At the top left is the ChataBING logo. To its right is the text "Live Chat Operator Console" and a link "(If you are not Lee, click here) | Logout". Below this is a navigation bar with links: "[Home | Canned Responses | Canned Commands | Initiate Messages | Preferences | Spam Blocking | Live Support |]". A green header bar displays "Operator: Chat Monitor". Below this is a "Go ChataBING »" link and a "Launch Chat Request Monitor Window" button. A text block says "From here you can change your operator settings and review previous session transcripts." Below this is a dropdown menu for "To view saved transcripts, please select your department:". A "Page:" label is followed by a table with the following columns: Operator, Visitor, Rating, Created, Visitor Question, Duration, and Size. Below the table is a text block: "System generated messages, such as party left and greeting messages, are ignored during search." At the bottom is a "Search:" input field and a "Search" button. At the bottom of the page, there are links for "[Subscriber Account Manager Login]" and "[ChataBING Website]", and text indicating "Powered by ChataBING © OSI Codes Inc."

From this screen, you can open up the Chat Request Monitor Window, and search or view chat transcripts. There are also links to other pages that enable you to set up canned responses to visitor's questions, push images or web pages to visitor's browsers, initiate chat sessions with website visitors, set up chat screen preferences and block IPs from spammers. There is also a link to ChataBING Live Support if your operator has a question or technical issue.

Chat Request Monitor Window

To monitor your website's traffic or chat with website visitors, click the **Launch Chat Request Monitor Window** button. Once the monitor has launched, click the **Traffic Monitor** tab and you'll see a display as follows:

Name	Department	Question
------	------------	----------

traffic monitor refresh rate close traffic monitor sound

1 visitor(s) on website » traffic monitor will auto update when there is change in traffic

71.110.0.115	on page	: http://article-submission-software.com/
duration: 4 min	refer	: http://chatabing.com/subscribe/
	options	: geolocation , footprints , transcripts (24) , initiate (op initiated: 23)

If there are visitors on your site, a listing of their IPs and other information will be displayed along with a **geolocation** link (shows geographic location of visitor), **footprints** (shows where visitor has browsed recently), **transcripts** (previous chat transcripts from this visitor), and **initiate** (operator initiates a chat session with this visitor). You can also turn the traffic monitor sound on and off and change how the monitor is refreshed. If a visitor initiates a chat session, his question will be displayed on the upper part of the screen along with a button that you can click to accept the chat session.

Canned Responses

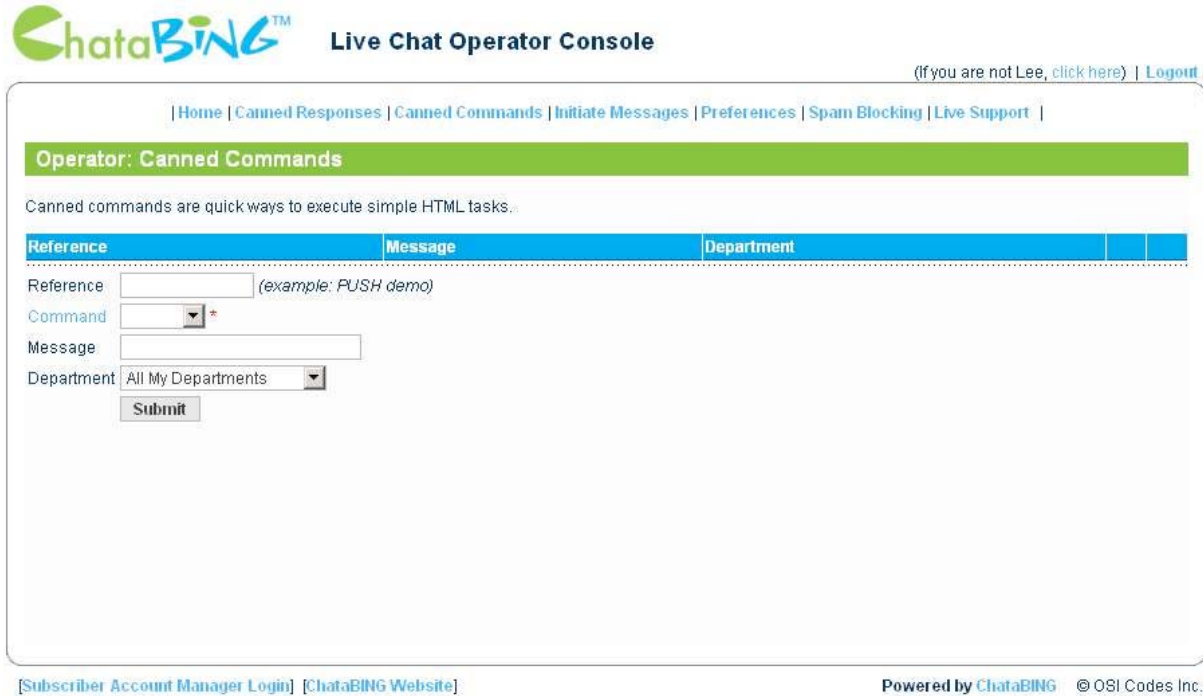
To save time typing responses to a visitor's questions, you can create a series of canned responses to common questions. From the **Live Chat Operator Console**, click the **Canned Responses** menu link. The follow screen will be displayed:

The screenshot shows the ChataBING Live Chat Operator Console interface. At the top left is the ChataBING logo. To its right is the text "Live Chat Operator Console". Further right, there are links: "(if you are not Lee, click here) | Logout". Below this is a navigation bar with links: "| Home | Canned Responses | Canned Commands | Initiate Messages | Preferences | Spam Blocking | Live Support |". The main heading is "Operator: Canned Responses". Below the heading is a green bar. Underneath, a text box says "Canned responses are quick way to write messages that you would need to type frequently." Below this is a table with three columns: "Reference", "Message", and "Department". The "Reference" column has a text input field with a placeholder "(example: Greeting)". Below the table is a form with a "Reference" label, a text input field, and a note "HTML not allowed in message. Please use Commands...". Below the "Reference" field is a "Message" label, a large text area, and a note: "%user%" - visitor's login, "%operator%" - operator's name. Below the "Message" field is a "Department" label, a dropdown menu with "All My Departments" selected, and a "Submit" button. At the bottom left, there are links: "[Subscriber Account Manager Login] [ChataBING Website]". At the bottom right, it says "Powered by ChataBING © OSI Codes Inc."

To create a message, enter a **Reference** name, and then type in the message. If the operator is assigned to more than one department, the canned responses can be included in one or all of them. You can use the syntax shown on the right to build the visitor's name or the operator's name into the message. You can also use Commands to push images, pages, etc. to your visitor. For a quick tutorial on how to incorporate commands, click the **Commands** link. Once the message is complete, click the **Submit** button to save the message. When the operator is in a chat session, there is a button that can be used to execute a specific canned response whenever necessary.

Canned Commands

Canned commands are quick ways to execute simple HTML tasks when communicating with a visitor in a chat session. From the **Live Chat Operator Console**, click the **Canned Commands** menu link. The screen displayed looks like this:



The screenshot shows the ChataBING Live Chat Operator Console interface. At the top left is the ChataBING logo. To its right is the text "Live Chat Operator Console". Further right, there is a link "(if you are not Lee, click here) | Logout". Below this is a navigation bar with links: "Home | Canned Responses | Canned Commands | Initiate Messages | Preferences | Spam Blocking | Live Support |". The main content area has a green header "Operator: Canned Commands". Below the header, there is a text box stating "Canned commands are quick ways to execute simple HTML tasks.". Underneath is a table with three columns: "Reference", "Message", and "Department". Below the table, there are input fields for "Reference" (with a placeholder "(example: PUSH demo)"), "Command" (a dropdown menu with a red asterisk), "Message" (a text box), and "Department" (a dropdown menu with "All My Departments" selected). A "Submit" button is located below the Department field. At the bottom left, there are links "[Subscriber Account Manager Login]" and "[ChataBING Website]". At the bottom right, it says "Powered by ChataBING © OSI Codes Inc."

To create a canned command, first enter a **Reference** name, and then choose a command from the list. You can get more information on command syntax by clicking the **Command** link. Complete the command in the **Message** box, select the **Department** where the command will be applied, and then click the **Submit** button to save it for future use. These commands enable you to send web pages, images, email, etc. to your visitors during a chat session.

Initiate Messages

You can create introduction messages that the operator can send to a visitor at the beginning of a chat session. To access, click the Initiate Messages menu link. The following screen is displayed:

The screenshot shows the ChataBING Live Chat Operator Console. At the top left is the ChataBING logo. To its right is the text 'Live Chat Operator Console'. In the top right corner, there is a link '(If you are not Lee, click here) | Logout'. Below this is a navigation bar with links: '| Home | Canned Responses | Canned Commands | Initiate Messages | Preferences | Spam Blocking | Live Support |'. The main content area has a green header 'Operator: Canned Initiate Messages'. Below the header is a text instruction: 'When you initiate a chat with a visitor, you can select the opening question/intro. Input your messages below for your selection choices.' Below this is a table with the following content:

Reference	Message		
Intro	Hello, may I help you?	Edit	Delete

Below the table are two input fields: 'Reference' with a text box and '(example: Sales Intro)' to its right, and 'Message' with a text box. Below these fields is a 'Submit' button. At the bottom of the console, there are two links: '[Subscriber Account Manager Login]' and '[ChataBING Website]'. On the far right, it says 'Powered by ChataBING © OSI Codes Inc.'

The example above shows a brief message already created called Intro. Create a new message by entering a **Reference** name and message, and then clicking the **Submit** button. You can edit or delete the message at any time.

Preferences

The Preferences screen gives the operator the opportunity to change his password, change the color scheme on his chat window or configure his OFFLINE settings. To access the screen, click the **Preferences** menu link, and the following page will be displayed:

The screenshot shows the 'ChataBING™ Live Chat Operator Console' interface. At the top right, there is a link '(If you are not Lee, [click here](#)) | [Logout](#)'. Below this is a navigation bar with links: '| Home | [Canned Responses](#) | [Canned Commands](#) | [Initiate Messages](#) | [Preferences](#) | [Spam Blocking](#) | [Live Support](#) |'. The main content area has a green header 'Preferences' and the instruction 'Set up ChataBING operator preferences.'.

Console timeout:

- When you set your admin request console to Offline, the window will automatically close (for security and to limit system usage).
- Switching to *Offline* status is helpful when you step away from your computer for a short time.

Time to wait until the *Offline* console automatically closes: minutes

Admin Chat Theme:
Select your preferred chat theme for your operator chat window. This does not effect the visitor's chat window theme (set in the setup area).

gel titanium polar amethyst forest moroccan
ashes default white_dust midnight skyblue minimal

Change Your Password:

Current Password
New Password
Verify New Password

At the bottom, there are links: '[\[Subscriber Account Manager Login\]](#) [\[ChataBING Website\]](#)' on the left, and 'Powered by [ChataBING](#) © OSI Codes Inc.' on the right.

Spam Blocking

The Spam Blocking page enables the operator to block visitors who abuse the Live Chat system. The IP of each site visitor is available to the operator. When someone abuses the system, the operator can simply enter that IP, and the visitor will see the operator as OFFLINE. To access this screen, click the **Spam Blocking** menu link, and the following page will be displayed:

The screenshot shows the ChataBING Live Chat Operator Console interface. At the top left is the ChataBING logo. To its right is the text "Live Chat Operator Console". In the top right corner, there is a link "(If you are not Lee, click here) | Logout". Below this is a navigation bar with links: | Home | Canned Responses | Canned Commands | Initiate Messages | Preferences | Spam Blocking | Live Support |. The main content area has a green header "Spam Blocking". Below the header, it says "Block spammers from requesting Live Support." followed by three bullet points: "Block IPs from requesting Live Support to limit abuse of system. Blocked IPs will be automatically cleared (unblocked) after 3 days.", "Blocked IPs are shared and active throughout all company departments and operators.", and "Visitors from blocked IPs will always see an Offline status." Below this is a section titled "Block IP from System" with four input boxes and a "Block IP Address" button. To the right is a larger box containing a list of IP addresses and a "[remove SELECTED ip from list]" link. At the bottom of the page, there are links "[Subscriber Account Manager Login]" and "[ChataBING Website]" on the left, and "Powered by ChataBING © OSI Codes Inc." on the right.

Enter the IP in the left hand boxes (e.g. 71.110.24.10), then click the Block IP Address button. The IP will be moved over to the right hand box, where you will have the option of removing it at a later date; otherwise, IPs will be automatically cleared after 3 days.

Operator Chat Screen

Once a chat session has started, the operator will see a chat screen similar to the following:

bob: Support Request - Mozilla Firefox

http://www.chatabing.com/support/chat.php?sessionId=1266379129&sid=1266379129

ChataBING™

Close

bob: What price options do you have?

You are now speaking with Lee of Article Blaster - Support.

Send

Online: 01:13

Print Text size Sound On

Responses: [dropdown] Go Commands: [dropdown] Go

Info Footprints Transcripts Transfer Spam Block

Visitor Information

Clicked From	http://article-submission-software.com/
Refer URL	http://chatabing.com/subscribe/
Email	Bob@bob.com
Chat Request	26 time(s)
Browser/OS	Mozilla/5.0 (Windows; U; Windows NT 5.1; en-US; rv:1.9.1.7) Gecko/20091221 Firefox/3.5.7 (.NET CLR 3.5.30729)
IP Address	71.110.0.115
Host Name	pool-71-110-0-115.lsanca.dsl-w.verizon.net

Done #619,820

The chat screen is broken up into several sections. The actual chat area is located at the top of the screen, while the middle section is where the operator can execute canned responses or commands, print, change text size and turn on/off the alert sound. The bottom section contains information about the site visitor, and several tabs that permit the operator to view the visitor's browser footprints, look at previous chat transcripts, transfer the chat to another operator assigned to that department, or block spammers.